## Objective:-

To pursue a career in the my field so as to support by associating with an organization that provides ample opportunities for career development, render professional services & where I can leverage my diverse work experience leadership skills toward the success of the organization & fulfill responsibility given to me in a true, best & to the utmost satisfaction of my superiors.

**Brief Overview**

* Outstanding ability to work on a diverse team independently.
* Adept in Banking Operations with focus on excellent Customer Service Experience and Service To Sales in determining company’s mission & strategic direction as conveyed through policies & corporate objectives
* Extensive Research Skills, Company Contact Information Search,Database Management.
* Contact Discovery, Account Profiling, Maintenance Sales, Lead PreQualification, Lead generation, Contact Verification, Email Appends, Market Research.
* Strengths:
  + Good Communication skills
  + A strong decision-maker
  + Organisational abilities and a team-mentor
  + Problem solving and leadership Skills
  + An Excellent analytical mind
  + Highly inquisitive and keen to learn new things.

## 3 years And 6 Months of Professional EXPERIENCE

* Cheers Interactive, India -Research Analyst -October 2013 to March 2015
* ICICI Bank LTD, India -Senior Officer Level -June 2011 to August 2013

## POSITION Handled:-

**CHEERS INTERACTIVE, INDIA**

## Research Analyst (OCTOBER 2013- MARCH 2015)

* Searching for new and fresh Candidates for the clients through different sources like job portals, references, head hunting etc.
* Finding Company Details and Management, making Database for a team through Research, to generate new business for the company as an part of Business Development.
* Research and Short listing candidates from job portals and client database.
* Handling senior and junior level recruitments for the clients of varied industry.
* Coordinating with the existing clients for follow up’s and new manpower requirements.
* Explaining the entire job description and job specification to the candidates.
* Updating database of clients and candidates.
* Maintaining appropriate database.
* Conducting telephonic interviews.
* Conducting personal interviews with candidates.

**ICICI BANK LTD, INDIA**

## SENIOR OFFICER LEVEL (JUNE 2011- august 2013)

* Assisting and training on-floor New Joinies for Service and business closing.
* Handling customer grievances related to Credit cards, Debit cards and Savings account (Multi-skilled profile handling).
* Designing new processes (based on Customer feedback research and officer lookout) through project ‘Design for Service’.
* Testing and ensuring smooth functionality of core application during Migration/Up-gradation.
* Maintaining co-ordination between Businesses, Operation and Service Teams for smooth functioning of business and Liaising with compliance team to ensure customer data security.
* Documenting and processing changes in process and product functionality for effective process management.
* Conducting sessions on imparting changes in product process on regular basis with Unit Managers, Team Leaders and Trainers.
* Key involvement in bringing in New Products and design new processes by conducting market research initiatives.
* Conducting online assessments for officers and identifying training needs.
* Proactively initiating the new ideas related for the process modifications and sharing them with Tech Team, Business Team and Project Team to provide optimum FCR.
* Gathering market intelligence, tracking competitors’ activities and providing valuable input for better Business and Service strategies.

## EDUCATION QUALIFICATION:-

* Post Graduate Diploma (PGDHRM-DLP) in Human Resource Management from L.N. Welingkar Institute of Management Development & Research (Mumbai,India)
* Jul 2007- Feb2010 -Completed Bachelors In Banking And Insurance from Mumbai University

## KEY STRENGTHS:-

* Outstanding ability to communicate and work within a diverse team and independently.
* Good communication skills, strong decision making skills, organizational skills, and excellent analytical and problem solving skills.
* Sense of responsibility, highly inquisitive and eager to learn new things

## Personal Details:-

* **Date of Birth:** 21st October, 1989
* **Gender:** Female
* **Marital Status:** Married
* **Hobbies:** Listening to music, Dancing, and Drawing.
* **Language Proficiency:** English, Hindi, Tulu and Marathi

**First Name of Application CV No:** **593946**

Whatsapp Mobile: +971504753686

